

## **CRISIS NURSERY CONTRACT INFORMATION**

### **Part II. Section I: General Requirements C. 5.**

#### **Written internal policies and procedures:**

These policies and procedures shall contain a minimum of the following information:

- a. Accommodating children who require specialized medical care and/or have physical and/or developmental disabilities;
- b. Behavior management and ways of managing children with challenging behavior.

This policy shall:

- (1) Prohibit the use of physical restraints, mechanical restraints, chemical restraints, or seclusion (i.e., room confinement and isolation), and
  - (2) Clarify the roles of volunteer(s) and intern(s) during a behavior related incident and prohibit volunteers from handling these situations by themselves;
- c. How to handle crisis respite nursery stays longer than 72-hours;
  - d. Contacting DHS/DCFS if the Contractor suspects child(ren) has been abandoned at the facility;
  - e. Cooperation with and full disclosure to Child Protective Services (CPS) during CPS investigation(s);
  - f. Denial of services (for example: criteria for denial, how to tell a parent services are being denied, and documenting denials);
  - g. Mandatory reporting of suspected child abuse, neglect, and/or dependency;
  - h. Prepare for, respond to, communicate during, document, and report on an incident, emergency, and/or crisis situation. This policy shall include the following minimum information:
    - (1) Advanced preparation and training so that the Contractor has the ability to respond to an incident, emergency, and/or crisis situation immediately.
    - (2) Maintaining, at each facility, a list of DHS/DCFS emergency contacts. This list shall include names, titles, phone numbers, and e-mails for:
      - (a) Case Manager for each crisis emergency shelter child at the facility [if applicable to this Contract as indicated in the table in the service area(s) section above];
      - (b) Case Manager's supervisor for each crisis emergency shelter child at the facility [if applicable to this Contract as indicated in the table in the service area(s) section above];
      - (c) Region Director for each of the five DHS/DCFS regions;
      - (d) Regional Contract Coordinator for each of the five DHS/DCFS regions;
      - (e) Main phone number for each of the local DHS/DCFS offices (available at <http://dcfs.utah.gov/locations/>); and
      - (f) Statewide Child Protective Services (CPS) 24-hour intake hotline; 1-855-323-3237.

(3) In emergency or crisis situations, the Contractor shall immediately intervene to preserve or restore safety for all humans, animals, and property;

i. Responding to medical emergencies:

This policy shall clarify the roles of volunteer(s) and intern(s) during a medical emergency and prohibit volunteers from handling these situations by themselves.;

j. How to handle situations where a parent needs to access crisis respite care services but they do not have photo identification; and

k. The Contractor's Board shall have limited access to client identifying information. A record shall be kept of each time a board member accesses Client information and why this was necessary.

## Part II. Section I. H. 6.

### **Prevent misuse of the services outlined in this Contract:**

The Contractor shall:

a. Ensure that the services outlined under this contract are not used for the purpose of routine or regular babysitting, daycare, or child care.

b. Allow each direct care staff member to bring a maximum of one of their own child(ren), 11 years of age or younger, to the facility while the direct care staff member is on shift so long as the child's presence does not affect the Contractor's ability to accommodate requests for services from community families in need, DHS/DCFS, or law enforcement. When a Staff member brings a child to work with them, the staff member's child shall:

(1) Be counted in the staff-to-child ratio;

(2) Be counted in the facility's capacity limits; and

(3) Not be counted in ARCH data.

c. Not allow non-direct-care staff members to bring their own children, to the facility while on shift.

d. Not allow staff members to bring their own children who are 12 years of age or older to stay with them at the facility while working in the facility.

e. If a staff member who is not on shift needs planned respite or crisis care services, it can only be on a short term basis.